



Health Care Services Division
Lallie Kemp Regional Medical Center

May 20, 2020

**LALLIE KMEP MEDICAL CENTER
ADDENDUM # 1
SOLICITATION # 000529**

1. **EQUIPMENT HARDWARE / SAFETY AND SOFTWARE ENHANCEMENTS:** Is the Contractor responsible for these costs under the contract or are they outside of the contract?

Contractor will be responsible for software upgrades and enhancements and will require a separate purchase order to be issued by LKMC

2. **RESPONSE TIME:** One (1) hour on-site response seems highly unreasonable, it would mean that the technician would have to live in Independence LA. Service on these types of units require typically 4-hour to 8-hour on-site response. We ask that the on-site response time be modified to either 4-hour or next business day response.

Verbiage should read: LKMC requires 1-2 hours phone response, and 24 hour onsite response

Margaret McIntyre
Purchasing Dept